



## CITY OF LONG BEACH CLASSIFICATION SPECIFICATION

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**TITLE: PERMIT TECHNICIAN I - II**

**DEFINITION:** Under general supervision, assists architects, engineers, contractors, business owners, and homeowners by providing routine and technical information related to the issuance of permits. Provides technical information regarding routine municipal code requirements and ordinances; assists the public in completing applications and other required forms. Issues permits as authorized.

### **DISTINGUISHING CHARACTERISTICS:**

Grade Level I Under direct supervision, performs entry-level duties of the classification. Will be trained by higher grade level employee, supervisory, and/or management staff.

Prior to passing probation (typically 1044 hours), must possess a Permit Technician certification from the International Code Council (ICC).

Grade Level II Under general supervision, performs journey-level duties of the classification and independently problem solves. Provides training and serves as a technical lead to other positions.

Requires a minimum of two years of increasingly responsible experience as a Permit Technician I, or in an equivalent or higher position; must possess current Permit Technician certification from the International Code Council (ICC). An associate's degree with coursework in building construction science and technology, planning, architecture, engineering, or a closely related field may be substituted for up to one year of the required experience.

### **EXAMPLES OF DUTIES:**

- Provides customer support and assistance at the public permit processing center and over the phone regarding relatively routine questions about ordinances and codes, permit application process and procedures;
- Assists the public in completing applications and other necessary forms;
- Receives and reviews permit documents and other pertinent information at the public permit processing center in order to verify accuracy and completeness of information;
- Determines permit, plans, and processes requirements for prospective applicants;
- Reviews plans and permit applications for compliance with established codes, ordinances, policies, and procedures;
- Processes permit applications and plan intake;

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- Uses architectural and engineering scales to determine dimensions and calculate areas and percentages;
  - Calculates a variety of fees for plan check, permits, and other development impact fees and determines construction valuations based on established standards;
  - Reviews and approves less complicated non-structural plan checks over the counter;
  - Maintains computerized permit information system, computer files and other manual logs on all permits and related documents to monitor progress of plan review and track permit status;
  - Maintains a variety of building and planning-related records;
  - Notifies applicants when plans or permits are ready for pick-up or issuance;
  - Prepares reports;
  - Researches case histories, property ownership records, and other records and compiles data;
  - Prepares and catalogs files for microfilming and/or records management system processing;
  - Directs applicants to the appropriate City department or outside agencies, as necessary;
  - Verifies that projects have obtained all necessary approvals before issuing permits;
  - Verifies valid contractor's license, workers' compensation and valid business license information has been filed with the City;
  - Logs and processes complaints;
  - Prepares Certificate of Occupancy, as required;
  - Assists inspectors in coordinating inspection requests;
  - May assist with obtaining corrections and coordinating other plans processed by the department;
  - Perform other related duties as assigned.

### **MINIMUM REQUIREMENTS**

- Two (2) years of paid, full-time equivalent experience involving extensive public contact working in a building, planning, and/or construction environment, with at least six (6) months of the required experience in computerized permit application processing;

OR

- Completion of nine (9) or more college semester units or their equivalent in planning, building inspection technology, engineering, architecture, code enforcement, fire science technology, or a closely related field; and one (1) year of clerical and/or technical paid, full-time equivalent experience involving extensive public contact, in a building, planning, and/or construction environment with at least six (6) months of the required experience in computerized permit applications processing.

AND

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- Prior to passing probation (typically 1044 hours), must obtain a Permit Technician certification from the International Code Council (ICC).

Knowledge of:

- Principles and practices of permit application review;
- Familiarity with plans, codes, ordinances and related terminology, architectural drawing convention and what comprises a complete set of building plans;
- Process and procedures associated with permits;
- Records management practices;
- Customer service methods and techniques.

Ability to:

- Understand and follow oral and written instructions and procedures;
- Learn quickly and apply departmental policies and procedures affecting the acceptance and review of permit applications and commonly used codes and ordinances;
- Understand the relationship between City zoning ordinances and building code requirements;
- Learn, retain, interpret and communicate technical and complex information, terminology, policies and procedures, including codes, ordinances, and regulations;
- Analyze and review permit applications;
- Perform basic math computations;
- Communicate clearly and concisely, both orally and in writing;
- Type or enter data accurately and at a speed necessary for successful job performance;
- Work effectively with a wide variety of people by consistently exercising tact, good judgment and a pro-active, problem-solving focused communication style;
- Maintain composure under stressful circumstances;
- Operate office equipment including computers, printers and copiers as well as the supporting word processing, spreadsheet, e-mail, and database applications;
- Maintain accurate records and files;
- Facilitate and problem-solve quickly and independently and/or as part of a team;
- Provide support to City and department staff.

**DESIRABLE QUALIFICATIONS**

- Bilingual language ability (Spanish, Khmer, or Tagalog).

**HISTORY**

Approval/Adoption: 09/24/2014 - Human Resources  
10/15/2014 - Civil Service

Revised: 04/20/2016 – Human Resources  
05/04/2016 – Civil Service